

244

THE IDEAL

At a recent checkout meeting at K mart 9628, Newberry, South Carolina, each person was to write what they thought an ideal checkout operator ought to be. This is a summary of their remarks.

An ideal K mart checkout operator is neat, clean and has a pleasant personality. They follow instructions well while remaining friendly and cooperative with co-workers.

The checkout operator greets the customer with a smile and a kind word. They give their customer undivided attention while sounding off and pressing the correct keys after observing any changed price or attempted theft. They do not keep the customer waiting unnecessarily and they are able to maintain their composure should an irate customer provoke them.

They have qualities of being friendly, courteous, efficient and honest. The ideal K mart checkout operator always completes the sale with a smile and by saying *Thank You For Shopping At K mart.*

K Mart is published 10 times a year by K mart Corporation, 3160 W. Big Beaver, Troy, MI 48068 in the office of Harold E. Wilson, Senior Vice President, Personnel and Management Development. Circulation 141,796. Copyright 1983.

Editor:
Virginia Burns
Assistant Editor:
Michelle DeLand

Member International
Association of
Business
Communications
(IABC)